

NH ENHANCED 9-1-1 COMMISSION MEETING MINUTES

April 5, 2013

PRESENT:

Douglas Aiken, Chairman	NH Association of Fire Chiefs
George Valliere, Vice-Chair	NH Police Officer
William Wood, Secretary	NH Division of Fire Standards and Training & EMS
Karen Mead	Senior VP of Operations, FairPoint Communications
Derek Martel	Professional Firefighters of NH
Kathryn Bailey	NH Public Utilities Commission (PUC)
Sandra Teti	Governor's Commission on Disability
James Valiquet	NH Association of Chiefs of Police
Mark Violette	NH Telephone Association
Jonathan Goldman	NH Emergency Dispatchers Association
Paul Szoc	NH Federation of Mutual Aid Districts
David Caron	NH Municipal Association
Craig Wiggin	NH Sheriff's Association

ABSENT:

Linda Hodgdon	Commissioner, NH Department of Administrative Services
John Barthelmes	Commissioner, NH Department of Safety (DOS)
Earl Sweeney	Assistant Commissioner, (DOS)
Kevin O'Brien	Chief of Policy & Planning, (DOS)
Richard Bernard	Public Member

PARTIEIPANTS:

Bruce Cheney, ENP	Director, NH Division of Emergency Services and Communications (NHDESC)
Peter DeNutte, ENP	Assistant Director, NHDESC
David Rivers	Public Safety Answering Point (PSAP) Chief of Operations, NHDESC
Patricia Magoon	Assistant Planner/HR Rep, NHDESC
Robert Christensen	Administration Manager NHDESC
Sean Goodwin	Administrator II, NHDESC
Robert Beaulac	Senior Business Supervisor, NH Department of Administrative Services Budget Office
Timothy Scott	Database Administrator, NHDESC
Scott Wolfert	Service Manager E9-1-1, FairPoint Communications
John Beardmore	Director of Administration, DOS
Sandra Theeler	Intrado Inc
Paul McLaren	Intrado, Inc
William Mertka	Motorola Solutions
Dominick Passanante	Motorola Solutions
Chuck McCormick	Motorola Solutions
Joe Weisenburger	FairPoint Communications
Kelly Hayward	Telecommunications Specialist I, NHDESC
Sherry Baker	Administrative Secretary, NHDESC

The NH Enhanced E9-1-1 Commission (Commission) meeting, held at the NH Fire Academy, Concord, NH, was called to order at 10:10 AM by Chairman Aiken.

1. Approval of the minutes of the December 14, 2012 NH Enhanced 9-1-1 Commission Meeting.

Chairman Aiken called for approval of the December 14, 2012 meeting minutes. Commissioner Szoc motioned to accept the minutes and Commissioner Goldman seconded the motion. Unanimously approved by those present and voting.

OLD BUSINESS

2. Director's Report

2. A. Report on FY13 Surcharge Receipts (John T. Beardmore, Director of Administration)

1. Discuss year to date expenditures & surcharge
2. Review surcharge and increase projection

Director Beardmore reported the following:

- ◆ Director Beardmore discussed the current status of the Emergency Communication fund with a look at where the fund stands at the end of the next budget.
- ◆ At this point in the budget process, we have two budgets for FY 14 & 15 biennium in process. We are in FY13 which ends on June 30, 2013.
- ◆ The Legislature is putting together another budget for the next two years. The Governor proposed a budget and last week the House of Representatives passed their version of the next two-year budget. It differs from the Governor's budget materially as it relates to this fund.
- ◆ Discussion on the FY13 Revenue Projections vs. Approved Budget.
- ◆ The Department of Safety approached the sub-committee which deals with our budget and asked for removal of accounting Unit 4001 from our budget. We asked that they put 4001 into a separate, newly-created account. We are trying to maintain appropriate use of the E 9-1-1 funds. This has passed the House but we must try and get this passed in the Senate.
- ◆ Director Beardmore told the Commission his opinion is that it is not too soon to start thinking about the long term viability of this fund.

Director Cheney stated that the FCC requires us to only spend our E9-1-1 funds on E9-1-1 projects. He feels we would have a hard time explaining why we pay the State Police dispatchers out of the E9-1-1 fund. Director Beardmore should be commended for his effort to get this passed as it was critical to our budget.

Chairman Aiken asked do we or do we not have any reserve funds for Next Generation or were those the funds we have been using to pay for State Police Communications? If we were not paying the 4001 fund would we still have that reserve for Next Generation 9-1-1? What are we going to do if we say we are ready to implement the Next Generation 9-1-1 (NG 9-1-1)?

Director Cheney stated that is why we need to increase the surcharge and get the pre-paid wireless customers to pay the surcharge.

Chairman Aiken stated that he feared if the surcharge was increased to \$1.00 then we would have extra money for NG9-1-1, but we could lose the extra reserve like we have been with paying for class 4001.

Chairman Aiken stated it is going to take money to implement NG 9-1-1. We had built up a surplus but that was eaten away when we acquired State Police Communications expenses.

Commissioner Bailey asked is there a way we can appropriate some of the balance for NG9-1-1 now?

Director Cheney stated we have appropriated \$3.7M in our budget for NG9-1-1 but it has to come out of our budget. State Police Communications expenses have used most of our reserve.

Commissioner Bailey asked if we could run our budget numbers without showing the \$3.7M that we have reserved for NG9-1-1?

Director Beardmore advised that the Department of Safety has asked to have the \$ 3.7M lapsed funds extended so the appropriation would stay in the next biennium. This is like taking out a loan.

Director Cheney stated we have always been able to pay for our projects in cash. If we were told to get NG9-1-1 online by the fifteenth of next month we would have to borrow the money.

Director Beardmore advised that you also have the authority to spend cash on the NG9-1-1 project today. But he would advise not spending \$3.7M out of the budget right now.

Commissioner Bailey asked Director Beardmore if he would advise increasing the surcharge now or would that be risky?

Director Beardmore stated it is either increase revenue or reduce expenses. What the most appropriate short-term thing to do would be to try to have 4001 removed from the budget.

Chairman Aiken advised that it would not be the right time to increase the surcharge until the budget has passed.

Commissioner Szoc asked where Director Cheney came up with the \$3.7M dollar figure for NG9-1-1?

Director Cheney stated that they have been looking at some systems that are out there and used that to come up with the \$3.7M dollar figure. Keep in mind we have two facilities and we also have to provide equipment for dispatch centers.

Commissioner Violette asked if there are any Federal monies out there for NG9-1-1.

Director Cheney stated there is a substantial amount of Federal funds that are available. We want to make sure we are doing all the correct things so we can be eligible for any grants.

Commissioner Szoc stated he thought that First Net had some money put aside for NG9-1-1 that might be available for grants.

Chairman Aiken stated First Net has money but, as the Director stated, we need to keep a clean slate on how we spend our funds so that we can position ourselves to compete for the grants. He also thanked Director Beardmore for all his help and assistance in our budget process.

2. B. Report on Data Operations: (Database Administrator, Timothy Scott)

1. Update on Mapping & Database Activities
2. Emergency Notification System, Status of Policy and Procedures development and approval by Commissioner of Safety

Tim Scott reported the following:

- ◆ The wire line database is under 900,000 records and just this past week was reduced by another 17,000 records. This is due to a major cable VOIP provider that has completed their conversion to I-2.

Commissioner Violette asked if Tim knew who the cable company was that just had the VOIP conversion completed?

- ◆ Tim stated it was Time Warner.

Commissioner Bailey has asked Tim if this is something we want to happen and why do they have the right to take their data out of the database which we have maintained for years? We have maintained this data more accurately then the industry has in the past.

- ◆ Tim stated that was his understanding that these companies do not fall under the PUC regulations so they don't have to participate.

Commissioner Bailey stated that is wrong. That is their position, but that is legally incorrect.

- ◆ Tim stated that he has no leverage to say they have to follow these regulations and send their records to us.

Commissioner Bailey stated if the PUC was to issue an order saying they are a public utility you would be ok?

- ◆ Tim stated he believes that would work.

Commissioner Violette stated this is obviously an issue.

Commissioner Bailey stated it is an issue. But a law was passed last year that phone companies are a public utility. It was very clear in the law 362-2. There was an appeal before the law was passed by the Senate last year. The Supreme Court sent it back to the PUC asking if their decision to keep the phone companies as a public utility had changed. When this order is completed, Commissioner Bailey will inform the Commission.

- ◆ Tim stated he would welcome the records back because the loss of these records makes it much harder to maintain accurate information location.

Commissioner Bailey asked if Comcast has removed their records from the database.

- ◆ Tim stated Comcast has removed all their records from our database.

Commissioner Bailey asked if Comcast stated the reason was because they are not a public utility even though there is an order that says they are and it has not been overturned. She asked Tim to notify her if he receives more of these requests.

Chairman Aiken asked if we can formalize this discussion on behalf of the Commission. What steps can we take as a Commission to try to resolve this issue?

Director Cheney stated in the interest of public safety these phone companies should be considered a public utility.

Commissioner Bailey stated the interpretation of the law is that they are. The law changed last year. It is not clear what the PUC position is until they issue the order. But there is an order right now that has not been overturned that says the phone companies are public utilities.

Commissioner Bailey advised the PUC is in the process of re-drafting their administrative rules for the telephone companies. She would like Tim Scott to help with the rules regarding the database records.

- ◆ Tim stated that he would be willing to help.

Commissioner Bailey stated that the NHDESC does not use the records to create more work but rather that this is information that can help public safety.

Chairman Aiken asked so what do we do?

Commissioner Bailey stated once the PUC issues the order, she will notify everyone and we can move forward from there.

Commissioner Violette asked if the telephone companies that have pulled their records out of our database notified their customers that their information is no longer with E9-1-1.

- ◆ We have access to their database when we receive a live call. We get a shell record with the address information.

Commissioner Violette asked if these calls all generate a “no record found?”

- ◆ Yes, it comes back to us as a “no record found”. We notify the company but we never find out if they made the correction.

Commissioner Bailey asked if there been an increase in the ALI Discrepancies.

- ◆ Tim stated it has caused more ALI Discrepancies.

Commissioner Wood asked if we should write a letter or do something to help.

Director Cheney inquired if a letter should be written to the PUC?

Commissioner Bailey advised the record is already closed and she will keep everyone informed.

Chairman Aiken asked that this issue be kept on the agenda.

- ◆ Partial address conversions have occurred in three cities and towns affecting a total of 68 lines.
- ◆ 137 calls where “no records was found”.
- ◆ 647 ALI Discrepancies of which all but 74 have been resolved.
- ◆ 423 routine address changes.
- ◆ 199 Master Street Address Guide updates.
- ◆ 2 unnumbered telephone records, which is down from the 9 records from the last meeting.
- ◆ Per National Emergency Number Association (NENA) standards, we are currently removing all Stranded Unlocked records over 10 days old.
- ◆ 1,234 files processed containing over 126,000 transactions. 7,000 records required attention from the Database section.
- ◆ 4,200 Supplemental Automatic Location Identification (ALI) records in the database.
- ◆ 389,000 addressable points in the mapping database.
- ◆ 42,000 landmark points
- ◆ 125,000 road segments
- ◆ 10,000 building footprints
- ◆ 214 communities in maintenance status.
- ◆ 4 communities signing acceptance packages.
- ◆ 6 communities have been provided updated maps and data.

- ◆ 4 new communities collected since the last meeting.
- ◆ Completed multi-tenant projects in 19 communities with nine towns being completed since the last meeting.
- ◆ A letter went out to all the communities across the state announcing that the Emergency Notification System (ENS) was ready to use.
- ◆ We have asked that each community fill out an acceptance form plus they need to sign up their designees so we know who is allowed to use the ENS.
- ◆ There are two ways to activate the Emergency Notification System.
 - Log on to the system and do it yourself
 - Call the PSAP and request activation by sending a fax or send the signed PDF file and the Bureau will handle the activation for the community.

2. C. Report on Administration Section (Robert Christensen, Administration Manager)

Robert Christensen reported the following:

- ◆ We have had some challenges with our reclassifications and the hiring process because of the new NH First process.
- ◆ We are making great progress on filling positions and we are trying to work to keep our turnover rate down.
- ◆ There has been some progress on strategic planning. We have been focusing on workforce development. We are also going to work on business analysis from an administration stand point.
- ◆ We have received our first invoice from the Poison Control Center.
- ◆ The Frontline Supervisor Program will start up again in May 2013. Part V will be an overview and then we will cycle around with Part I through IV.
- ◆ There will be a focus on external/internal communications. We have a plan to develop a newsletter that will highlight what this Division is doing for the citizens of NH.

Chairman Aiken asked who the target audience is for the newsletter?

- ◆ Robert Christensen stated it would have an external decision-maker focus. We will have an insert with articles for our employees about wellness, safety, etc.
- ◆ We are going to look at social media as well but we are aware of significant caveats associated with government sites using social media.

2. D. Status on NH VIEWW (Engineering Technician V, Sean Goodwin)

Sean Goodwin reported the following:

- ◆ NH VIEWW network and system and security components are up and running. He has begun to roll out access to the security portion of NH VIEWW at the Department of Safety including the Commissioner's Office, Homeland Security and State Police.
- ◆ He is currently preparing a presentation for the Governor's office.
- ◆ We are in a joint effort with the Department of Education and Homeland Security to collect and produce maps for all the schools in the state. These maps will have overhead imagery, identified entry points, ground photos and more. We have collected and formatted the maps necessary for the use of the first responders.

2. E. Status of Public Relations and Public Education (Wanda Bowers, Information Representative)

Wanda Bowers was not available to provide a report:

3. Bureau of Emergency Communication (9-1-1)

3. A. Report on PSAP Operations & Report on Emergency Medical Dispatch (EMD) (David Rivers, Chief of PSAP Operations)

David Rivers reported the following:

Emergency Medical Dispatch Compliance Statistics:

- ◆ **98.83% Case Entry**
 - ◆ **98.82% Key Questions**
 - ◆ **99.50% Dispatch Life Support**
 - ◆ **96.58% Chief Complaint**
 - ◆ **97.58% Final Coding**
 - ◆ **98.21% Total Average**
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- ◆ Kathleen McCarthy, one of our telecommunicators had an article in the "National Academy Journal" for her clay figurines she made for all 33 of our protocol cards.
 - ◆ Seven new hires started last week.

- ◆ Next week is our “Telecommunicator Week”.
- ◆ The Operation Supervisor and Training Coordinator will be attending the NENA conference next week and will be providing three presentations.

Commissioner Goldman asked if NHBEC could publish its Associated Public Safety Communications Officials (APCO) and EMD training schedule so that he could request permission to send personnel from his agency if space is available?

- ◆ Dave stated he would make their schedule available and they are more than welcome to join them in the training.
- ◆ Valor CAD has updated to Version 13.0 and this will be rolled out to the dispatch agencies soon.
- ◆ We have added the Goffstown District Court to our judge’s request for after-hour police emergency calls.

Vice-Chairman Valliere stated from a police stand point, the E9-1-1 system for reaching judges for emergencies is outstanding and very much appreciated.

- ◆ Chief Rivers and Mike Foss will be traveling to Salt Lake City to the Navigator Conference. Mike will be attending a quality assurance certification class. In the fall, Mike will be going to the Emergency Dispatcher Instructor class to become a certified instructor. Currently, Chief Rivers is the only instructor.

Commissioner Bailey asked Dave what does “serviced” and “unserviced” mean on the call status reports?

- ◆ These are calls that have gone into the que because all telecommunicators were busy. Our supervisors answer these calls by the second ring. They are counted as “abandon calls” on the report. “Service” denotes an instance when we call back to an unanswered call. “Unserviced” denotes when we call back and there is no answer and we then pass the information to the police agency.

Commissioner Violette asked Dave if he could explain what the “exigent requests/cellular subscriber information” means?

- ◆ There are two reasons:
 - If we receive a “no record found” we must research the call.
 - A police agency receives a call and provides the subscriber’s number and we attempt to determine who the carrier is.

Commissioner Violette asked what is the process to determine who the carrier is?

- ◆ Our practice is to use a website called “Telephone Number Identification (TNID)” or “Leap” to try to find the carrier. This does not always work. Pre-paid phones are very hard to get information for and this is a very time consuming process.

Director Cheney stated that we are not allowed to survey our citizens to see if they are satisfied with our services but we can survey our dispatch centers.

- ◆ Dave reported he did attend the NH Bureau of EMS TEMSIS meeting and they have been going over each individual data point that is going to be included in a computerized reporting system.
- ◆ Dave and Mike Foss attended the NH Medical Control Board meeting. Mike Pepin, Concord Fire, asked why the PSAP times are not on their report. Chip Cooper, Bureau of EMS, stated it was because the PSAP times are not accurate. Chief Rivers stated this is not true as all the PSAP times are accurate.

Commissioner Bailey asked why the times from the PSAP are not on the report?

- ◆ Dave stated they removed that data field from the report.

Commissioner Bailey asked who removed that data field?

- ◆ The Bureau of EMS had that field removed.

Commissioner Bailey stated why would the Bureau of EMS remove the PSAP times if they are accurate.

- ◆ Dave stated that is a very good question and it will be explored at the next TEMSIS meeting.

Commissioner Bailey asked if NG9-1-1 will fix the time issue?

Chairman Aiken stated that he didn't see how NG 9-1-1 would resolve the issue. He does not understand why there is any discrepancy with GPS time based time clocks.

Commissioner Goldman stated he does not know if this issue affects all agencies. He thinks it is more that the State uses Valor and other agencies use different software. It may be an interface issue.

Chairman Aiken stated regardless of the software in use, if they are using the same time base it should be the same time. This is an on-going issue.

3.B. Report on FairPoint Contract (Robert Brown, Information Technology Manager V)

1. Introduction of Information Technology Manager (Director Cheney)
2. Status of the FairPoint Contract

Robert Brown reported the following:

Director Cheney welcomed Bob back to the Bureau. Bob was with us from the infancy of 9-1-1. He will play a crucial part in the NG9-1-1 process. We are pleased to have him back working for us.

- ◆ We are trying to extend the FairPoint contract and FairPoint seems to be in agreement. Once we are ready for NG9-1-1, we will be putting together an RFP.

4. Communication Maintenance Bureau

A. Communication Maintenance (Director Bruce G. Cheney, ENP)

1. Budget Issues
2. Status of the Statewide Interoperability Communications Coordinator (SWIC)

Director Cheney reported the following:

- ◆ Robert Christensen handed out an “E9-1-1 Surcharge Adjustment Calculations document which Director Cheney stated he developed for the Commissioner of Safety.
- ◆ The NH Legislature has removed part of the State Police Communication budget from the Bureau and returned it to State Police. This will help to keep our budget in the black until FY15.
- ◆ We still must consider increasing the surcharge because we need to prepare for the cost of NG9-1-1.
- ◆ The NH Legislature has agreed that prepaid phones should pay the surcharge but now it has been sent to a study group to figure out how they are going to implement it. This will not be completed until next year.
- ◆ Our PSAP has to spend more time on prepaid emergency calls than on other calls.
- ◆ We are working on a recommendation for the surcharge. As we refine our recommendation we will provide information to the Commission.

- ◆ Chairman Aiken, Director Cheney and the Chief of Policy and Planning interviewed a SWIC candidate this morning. We hope to have someone on board very soon.

Chairman Aiken stated he is pleased to see that the SWIC position is moving forward. This position will support all agencies.

5. Bureau of Telecommunication

A. Report on State Telecommunication (Kevin Connor, Administrator IV)

Director reported the following:

- ◆ Kevin Connor has provided a packet with the details on the project.

6. Work Group Reports

1. NG9-1-1 Work Group
2. Call Transfer Work Group

Commissioner Szoc reported the following:

- ◆ Commissioner Szoc, Commissioner Wood, Scott Wolfert and Paul McLaren met this morning to discuss NG9-1-1. They are unsure which direction the Commission would like to proceed with to implement NH 9-1-1. They have come up with some ideas. He posed three questions that the State has to answer.
 1. Who does NH want to manage the system? Do we want an in-house system or a hosted service system?
 2. How are we going to fund the project? A one-time capital purchase or a lease where all upgrades and maintenance are done through the contract.
 3. How are we going to move forward to manage the system?
- ◆ Basically, they are looking for a direction. There is an I-3 standard out there and a lot of information.

Director Cheney stated he and Asst. Director DeNutte do not recommend a hosted system. They feel this type of system makes us vulnerable. He feels we need to move forward and try to define our requirements.

Chairman Aiken stated that the US Department of Homeland Security has established a federal level working group on NG9-1-1. He told the Commission that Peter DeNutte would serve on the work group and that he and Paul Szoc serve on the DHS SAFECOM program.

Chairman Aiken advised that NG9-1-1 must rise to the top as a priority and we must try and get the momentum going. He asked what the Commission could do to support NG 9-1-1 implementation?

Director Cheney stated the Commission has to decide if they agree that now is the time for us to make a concerted effort to start moving toward NG9-1-1. He advised that now is the time to start working on NG 9-1-1 on a more full-time basis.

Chairman Aiken stated he would like to see a position by the Commission to say this is one of our most important issues and to recommend to the Commissioner and Director and staff that we move in that direction.

Chairman Aiken advised FirstNet has a public safety advisory committee and two people from this Commission on the committee Paul Szoc and himself.

Commissioner Bailey asked if the chair would entertain a motion for a recommendation to the Commissioner that the staff or the sub-committee develop a plan to implement NG9-1-1 within a certain time frame.

Chairman Aiken advised it should be to make NG9-1-1 a priority for the State of NH and it is important for a number of levels including the financial.

Commissioner Bailey made a motion to get a plan for NG9-1-1 and what we are going to do and figure out how we are going to do it. Vice Chairman Valliere seconded the motion. Unanimously approved.

Vice Chairman Valliere asked if the Federal Communication s Commission (FCC) has set a time that Next Generation has to be implemented.

Chairman Aiken stated no, they have encouraged States to obtain this level as soon as possible.

Chairman Aiken asked that Director Cheney carry the above motion to the Commissioner and staff.

Director Cheney stated he will draft a document and advise the parties.

Call Transfer Group Discussion:

Commissioner Kate Bailey reported the following:

A sub-committee of E9-1-1 Commissioners, Dick Bernard, Kate Bailey, Jon Goldman, Paul Szoc, George Valliere and Bill Wood, and (NHDESC) staff member Dave Rivers, were asked to consider and recommend the number of times a telephone should be allowed to ring

at a dispatch center before a PSAP telecommunicator transfers an E9-1-1 call to a secondary dispatch center.

The current practice when a NH E911 PSAP receives an emergency call is to connect the caller with the appropriate dispatch center in order to mobilize responders to the scene. When the phone at the dispatch center is not answered after 3 rings, the PSAP Telecommunicator hangs up and calls the secondary dispatch center. The sub-committee was asked to consider if this practice is the most efficient way to mobilize responders or if it would be more effective to allow the primary dispatch center more time to answer the phone.

Secondary dispatch centers do not dispatch on behalf of the primary dispatch center. When a secondary dispatch center is contacted, it takes a message and calls the primary dispatch center which ultimately dispatches responders.

The sub-committee recommends that a PSAP Telecommunicator allow 5 rings before transferring a call to the secondary dispatch center.

The sub-committee recommends that a committee be appointed to review the secondary dispatch center function and recommend guidelines. Some secondary dispatch centers did not even know they were the secondary.

Director Cheney stated we developed the list of secondary dispatch centers back in 1995 and have not reviewed the list since.

During the meeting, the sub-committee discussed an unrelated issue needing attention. As a back-up when the telephone network is unable to deliver E911 calls to either PSAP location, municipalities are supposed to maintain a local telephone number which can be answered by municipal officials during a network outage. These telephone lines were originally supplied by the incumbent telephone company who was, in most cases, also the telephone provider. Back-up telephone numbers may be inaccessible to some callers during a network outage. Those callers would have no access to E911 during a network outage. Accordingly, the subcommittee would also like to recommend a study committee be formed to review this issue and make recommendations.

Chairman Aiken summarized the workgroup:

1. Recommend a trial period to assess allowing five rings before E9-1-1 transfers the call to the secondary dispatch center.
2. Perform an audit of the secondary dispatch centers to confirm their ability to provide secondary dispatch services.
3. Further address E9-1-1 access during a network outage.

Chairman Aiken asked if the Commission would like to treat these as three different recommendations? He feels the first one is a policy change and he asked Director Cheney for his thought.

Director Cheney stated he would like to try the five ring method on a trial basis.

Commissioner Valiquet made a motion to recommend a trial period to extend the secondary transfer point to five rings. Vice-Chairman Valliere seconded the motion. Unanimously approved.

A motion was made to perform an audit of the secondary dispatch centers. Commissioner Szoc seconded the motion. Unanimously approved.

Commissioner Valiquet motioned that the Chairman appoint a committee to study the network outages and access. This should include staff and telephone personnel. Commissioner Bailey seconded the motion. Unanimously approved.

Chairman Aiken thanked both Work Groups for all their work.

7. Contractor's Report (Scott Wolfert, FairPoint Communications)

A. FairPoint

1. Report on Network

Scott Wolfert reported the following:

- ◆ On April 4th we had an event when one of the primary trunks from the Plaistow switch went out of service for about 38 minutes. It had no effect on E9-1-1 calls processing because of the secondary routes back to the Concord tandem.
- ◆ A long discussion took place on "stand-alone" numbers.

Chairman Aiken stated we will have a sub-committee work on the "stand-alone" phone number issue.

Commissioner Bailey noted that Mr. Wolfert stated there were no other network outages in the last quarter. She was aware of a Bretton Woods outage in the Twin Mountain office that lasted two hours. Bretton Woods was in a complete isolation because the fiber connector out of Bretton Woods to FairPoint was down. She had inquired if they had contacted E9-1-1. They told her they had no way of contacting them. All phones did not work including cell phones. She asked them what would have happened if someone tried to dial E9-1-1. She was told the call would have gone to the hotel and someone would have had to run to the police station to notify them. She asked if FairPoint was aware of this?

Scott Wolfert replied he was aware of the Bretton Woods outage. Bretton Woods is not part of the FairPoint E9-1-1 network and he has restrictions on what he can report. All he could say is that Bretton Woods had an outage and FairPoint fixed the problem.

Commissioner Bailey indicated she thought FairPoint had the contract to route all E9-1-1 calls to both PSAP's.

Scott Wolfert advised that the network contract covers FairPoint switches, the selective routers and taking in the TDM traffic from those selective routers and delivering it to the PSAP's.

Commissioner Bailey stated that the FairPoint network could not take their traffic. That was the problem.

Scott Wolfert responded that every telephone carrier in the state who has a switch. If a switch becomes isolated they have a responsibility to deliver those emergency calls.

Commissioner Bailey stated we really need to look at the contract. Her recollection was the independent telephone companies would transport the calls to FairPoint and FairPoint would deliver the calls to E9-1-1. Her point is the FairPoint network was not able to receive the call from Bretton Woods and the State has a contract with FairPoint to deliver these calls to the PSAP'S.

Commissioner Violette advised independent telephone companies were required to deliver their circuits to Verizon. After that, they rode on the Verizon network. It was Verizon's responsibility to get the calls to E9-1-1.

Commissioner Bailey stated we really need to look at the FairPoint contract.

Scott Wolfert noted he was unable to discuss the Bretton Woods phone outages.

Commissioner Bailey asked if Mr. Wolfert was saying that as the network provider for the State, FairPoint can only report on outages that effect FairPoint central offices and no others and therefore the State will not receive any information on any other outages that are unable to reach a PSAP?

Scott Wolfert replied within the contract he is required to report E9-1-1 network outages.

Asst. Director DeNutte advised that in the original contract New England Telephone was required to build a network to all the independent phone companies to get that traffic to the State. The State paid for those circuits through the contract. The State reimbursed the phone companies for those circuits. The State was still paying for those circuits through the independent phone companies. So as a technical matter the State is really the customers.

Scott Wolfert asked if a new telephone carrier were to move into New Hampshire would the State pay for their conductivity?

Asst. Director DeNutte stated no.

Bob Brown asked if the FairPoint contract was reviewed before it was renewed?

Commissioner Bailey stated no that is why the new contract is really important.

Scott Wolfert advised that FairPoint has implemented monthly toll break testing on all stand-alone phones in the state.

Vice-Chairman Valliere asked Scott why the Berlin/Gorham area receives a message that all the circuits are busy try again. What does that mean and why does this happen so often? This is on landlines and cell phones.

Scott Wolfert responded that he will need examples so that he can research this.

Vice-Chairman Valliere stated he will provide examples so they can fix this problem.

Scott Wolfert advised that the Errol ring was completed so there is diversity in the Berlin, Milan and Errol areas.

8. New Business

Correspondence

A. Letter of Commendation

B. Thank you Letters

C. Emergency Communications Command Vehicle Event List

9. Adjournment

Chairman Aiken called for a motion to adjourn at 12:35 P.M. Commissioner Martel motioned to adjourn the meeting and the motion was seconded by Commissioner Goldman. Unanimously passed by those present and voting.

Next Commission meeting planned for July 2013. Date, time and location to be determined.

William Wood, Secretary
Enhanced 9-1-1 Commission